



Using Avaya 9601 IP Deskphone SIP

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Contents

Chapter 1: Introduction to the 9601 SIP Deskphone	9
Overview	10
Scrolling and navigation	12
About icons	12
Call history icons	13
Presence icons	13
Administrative messages	14
Telephone stand	15
Viewing network information	15
Chapter 2: Avaya Menu	17
Using options and settings	17
Setting the Phone Screen on calling	18
Displaying the phone screen when you get an incoming call	19
Displaying call timers	19
Setting redial options	20
Configuring visual alerts	20
Setting the audio path	21
Setting dialing options	21
Setting up speed dialing	22
Setting up favorites	22
Gaining access to the favorite list	23
Personalizing button labels	23
Adjusting the contrast of the display	24
Changing the ring pattern	24
Setting a ring tone for incoming forwarded calls	25
Setting a ring tone for Team Button	25
Setting a call pickup ring tone	26
Setting an alert for a call pickup group	26
Turning button click sounds on and off	27
Turning error tones on or off	27
Setting key repeat delay	28
Changing the language	28
Setting the time format	29
Setting headset profile	29
Turning automatic gain control on or off	30
Integrating other applications with your phone	30
Browser	32
Using the WML browser	32
Chapter 3: Answering a call	33
Sending an active call to voicemail	34
Ignoring an incoming call	34
Putting a call on hold	34
Muting a call	35
Switching to another deskphone during an active call	35

Transferring a call.....	35
Chapter 4: Making a call.....	37
Making an emergency call.....	37
Redialing a number.....	38
Speed dialing a person.....	38
Autodialing a pre-assigned number.....	38
Making a call using edit dialing.....	39
Calling a person from the contacts list.....	39
Calling a person from the call history.....	40
Calling a person from the directory.....	40
Dialing an E.164 number.....	41
Making a call using a Click to dial link.....	41
Chapter 5: About forwarding calls.....	43
Send All Calls.....	43
Enabling call forwarding.....	43
Disabling call forwarding.....	44
Chapter 6: Using the conference feature.....	45
Setting up a conference call.....	45
Adding a person on hold to a conference call.....	45
Putting a conference call on hold.....	46
Chapter 7: Using bridged call appearances.....	47
Answering a call on a bridged line.....	47
Joining a call on a bridged line.....	47
Making an outgoing call on a bridged line.....	47
Excluding others from bridging on to your call.....	48
Transferring a bridged call to its own voice mail.....	48
Independent alerting for each Bridged Call Appearance.....	49
Chapter 8: Using the contacts feature.....	51
Searching for a contact.....	51
Extended searching.....	52
Viewing a contact's details.....	52
Adding a new contact.....	53
Editing a contact.....	54
Assigning specific ring tone to a contact.....	54
Deleting a contact.....	55
Accessing Exchange contacts.....	55
Chapter 9: Call History.....	57
Viewing the call history.....	57
Viewing call history details.....	58
Adding an entry from the call history to your contacts list.....	58
Removing an entry from call history.....	58
Clearing all call history entries.....	59
Turning off call history.....	59
Chapter 10: Tracking presence information.....	61
Chapter 11: About Hotline.....	63
Chapter 12: About Team Button.....	65
Viewing the status of monitored stations.....	65

Answering an active call on a monitored extension.....	66
Speed dialing to a monitored extension.....	66
Assigning ring tone to a monitored station.....	66
Chapter 13: Receiving your messages.....	69
Logging into your voice mail.....	69
Chapter 14: About Features.....	71
Accessing the Features menu.....	71
Feature Table.....	71
Monitoring other extensions at a glance.....	73
Assigning labels to auto-dial numbers.....	73
Setting up automatic call back.....	74
Making an auto intercom call.....	74
Enabling call forwarding when your line is busy or you do not answer.....	75
Blocking your extension from displaying during calls.....	75
Displaying your extension on outgoing calls.....	76
Parking a call.....	76
Unparking a call.....	77
Setting up enhanced call pickup alerting.....	77
Picking up a call to another extension.....	78
Picking up a call to another call pickup group.....	78
Answering a call for a call pickup group member.....	78
Calling someone in your intercom group.....	79
Tracing a malicious call.....	79
Recording a call.....	80
Making a priority call.....	80
Interrupting a call with a whisper page.....	81
Setting mute alert.....	81
Visual alert for an encrypted call.....	82
Configuring simultaneous ringing for multiple phones using EC500.....	82
Extending a call to your cell phone (EC500).....	83
Chapter 15: Using the Calendar.....	85
Calendar appointment reminders.....	85
Reviewing your appointments.....	85
Chapter 16: Limited access during failover.....	87
Chapter 17: Locking and logging in to and logging out of your deskphone.....	89
Logging in to your deskphone.....	89
Locking and unlocking your telephone.....	89
Logging out of your deskphone extension.....	90
Index.....	91

Chapter 1: Introduction to the 9601 SIP Deskphone

Your deskphone provides many features that include:

- Viewing and managing your calls, call logs, and contacts list
- Customizing your deskphone
- Accessing your voice mail
- Using integrated WML browser

Your administrator might not have configured all functions and features described in this user guide.

Overview

The following section describes the display, keys, buttons, and the associated features that are available on the deskphone.

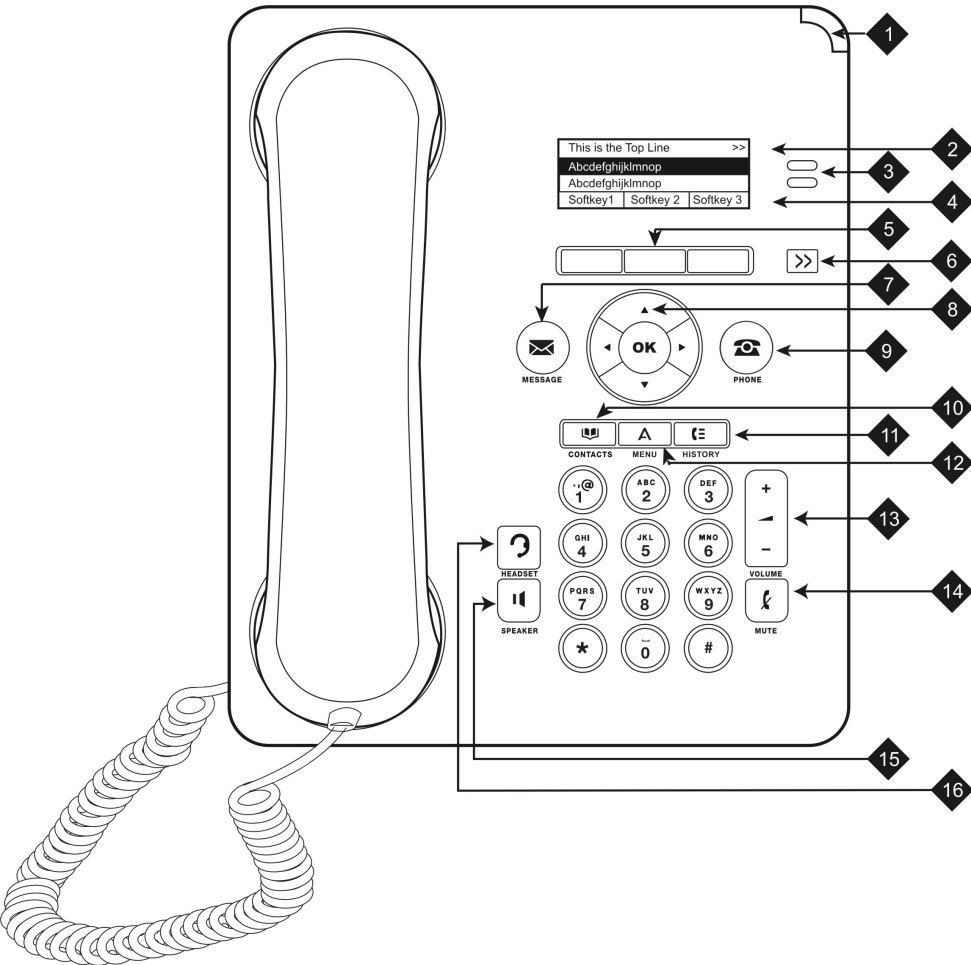


Figure 1: A 9601 deskphone

The following table provides descriptions of buttons and features of the 9601 deskphones.

No.	Name	Description
1	Message waiting indicator	An illuminated red light in the upper-right corner of your phone that indicates that you have a voice mail. If Visual Alerting is enabled, this light flashes when you receive an incoming call. In addition to the message waiting indicator, the Message button is also illuminated when you have voice mail.

No.	Name	Description
2	Top Line	The Top Line shows status information such as the time and date, error indications and missed calls.
3	Features and call appearance lines	The line buttons with integrated LEDs show which lines are in use and correspond to the lines on the display. Press the line button to select that line. In case of an incoming call, the green LED blinks. While the deskphone is off hook, both the red and the green LED glow. Lines also indicate if a feature or system number is enabled or disabled in the Feature or System Numbers view. The green LED glows to indicate that a feature is enabled. When you turn off the feature, the LED turns off.
4	Softkeys	Use the softkeys to act on the highlighted line on the screen. The softkey labels show you the action that each key produces. The labels and the actions vary depending on the screen being displayed. The QTP displays the options that are administered for the extension such as EC500 or Call Forwarding.
5	Softkey Labels	The softkey labels show you the action that each key produces. The labels and the actions vary depending on the screen being displayed.
6	Display More	Use the Display More key to scroll the selected line when the ">>" symbol appears.
7	Message	Press Message to connect directly to your voice mail system. This button is illuminated when you have voice mail messages waiting.
8	Navigation Arrows	Use the right and left navigation arrows to navigate between menus or to move the cursor during text input. Use the up and down navigation arrows to move from one line to another.
9	Phone	Press Phone to view and manage your calls.
10	Contacts	Press Contacts to view the entries in your contact list.
11	History	Press History to view the history of your outgoing, incoming, and missed calls.
12	Avaya Menu	Press Avaya Menu to configure options and settings, access the browser, log out, or view network information.
13	Volume	Press Volume to adjust the volume of the handset, headset, speaker, and ringer..
14	Mute	Press Mute to mute a call in progress. To take a call off mute, press Mute again.

No.	Name	Description
15	Speaker	Press Speaker to use the speakerphone. To take a call off speakerphone, lift the handset or press Headset .
16	Headset	Press Headset to use the headset if connected. * Note: Only HIS headset cords are compatible with your phone.

Scrolling and navigation

When navigating through the options and features on your telephone display, use the navigation arrows to scroll and buttons to select lines or options.

Use the up and down navigation arrows to scroll up or down through lists; holding either arrow for a few seconds produces a fast scroll. Use the right and left navigation arrows to move between the Phone screen and Features list or the Features list and System Numbers list, or to move the cursor right or left when entering text. Use the Display More key to scroll the selected line when the double chevron symbol (“>>”) appears in the display.

When you scroll to a line on the display, that line is selected. The softkey labels will change according to the options available for the selected line. The **OK** button is a shortcut for the default action. For example, when you select an entry in your contacts list, pressing the **OK** button places a call to that person.

You can also select a line or feature without scrolling by pressing the corresponding line button.

About icons

The icons in the following table indicate the state of a call, navigation choices, or the status of a contact whose presence you are tracking.

Icon	Description
	Missed call; a call was not answered or was forwarded to voice mail.
	Incoming call is alerting.
	Call is active.

Icon	Description
	Call is on hold.
	Your calls are being forwarded.
	Conference is active.
	Conference is on hold.
	Use the Display More key to see more information on the selected line.
	The call in progress is muted.
	The ringer volume is off due to pressing - on the Volume button until the volume turns off. To reinstate volume, press + on the Volume button.
	Presence icon indicating this contact's phone is busy with the Send All Calls feature active. This icon also designates that a feature is not available at this point of a call.
	Icon indicating the telephone is not connected to its network and is operating in "failover" mode. Some features may not be available or work correctly. See Limited access during failover for information.

Call history icons

The following icons indicate the types of calls.

Icon	Name	Description
	Missed call	Indicates that you did not answer the call or had forwarded the call to your voice mail.
	Answered call	Indicates that you have answered the call.
	Outgoing call	Indicates that you have made the call.

Presence icons

The following icons indicate the presence status of a contact.

Icon	Name	Description
	Available	Indicates that the contact is available, that is, the contact is registered or logged in, and the phone of the contact is in an idle state.
	Phone in use	Indicates that the contact is currently using the phone.
	Not available	Indicates that the contact is not logged in or is unregistered.
	Busy	Indicates that the phone of the contact is busy with the Send All Calls feature active. This icon also designates unavailability of a feature during a call.
	Phone locked	Indicates that the screen saver of the phone is on, or the phone is locked.
	No presence	Indicates that although you have set up the presence tracking for a contact, you cannot track the contact due to telephone server differences.

 Note:

You can view presence icons only if the presence tracking feature is configured for your deskphone.

Administrative messages

Your administrator can send important messages such as notification of an early office shut down due to inclement weather or information about an imminent service interruption to your deskphone.

These types of messages can take any of the following forms:

- A text message streaming across the top display line, accompanied by an audible alert.
- An audible alert broadcast through the Speaker or the headset if that device is active.
- An *interrupt* screen notifying you that you are receiving an audio alert.

While receiving an audible alert, you can switch between the Speaker, handset, and headset, can terminate the pushed audio content by going *on-hook*, and can adjust the volume, as you normally would during a call.

Telephone stand

If you have placed the phone vertically for wall mounting, reverse the tab located under the switchhook in the top ear piece pocket on the phone to ensure that the handset is in the correct position. You need a small screwdriver to lift the tab after it is reversed.

Viewing network information

Your system administrator might ask you to check certain phone or network settings to investigate problems. You can obtain network information from the Avaya Menu.

Network Information has seven different screens for viewing the options: Audio parameters, IP (Internet Protocol) parameters, Quality of Service, Interfaces, .

Your system administrator will instruct you further as to which network information options and settings are needed.

Chapter 2: Avaya Menu

You can use **Avaya Menu** to adjust and customize options and settings for your telephone, access additional Web-based applications, get information about your phone and network settings, and log out. When you press **Avaya Menu**, you see one of the following menus, depending on how your administrator has set up your system and on the applications available to you:

 Note:

The menus and sub-menus that appear depend on how your extension was administered. Some options or sub-menus may not be available. Contact your System Administrator if you have any questions.

- **Options & Settings**
- **Browser**
- **Network Information**
- **About Avaya one-X**
- **Log Out**

Options & Settings lets you change your call settings, personalize button labels, adjust brightness and contrast, select your ringing pattern, set up favorites, assign speed dial entries, and more.

Browser contains additional Web-based applications. If your administrator did not configure the browser option for your deskphone, your deskphone will not display the browser option.

Network Information shows a summary of network-related parameters for your phone and provides diagnostic information. If your administrator has set up Web applications, this option appears under the Phone Settings menu instead.

About Avaya one-X provides the release number of your telephone software.

Log Out lets you sign off the phone, to protect your settings or to allow another user to log in.

Using options and settings

The **Options & Settings** menu contains the following submenus:

Submenu names	Description
Call Settings	Includes choices for automatically displaying the Phone screen when you get an incoming

Submenu names	Description
	call, when you place a call, or when you answer a call, turning call timers on or off, controlling how Redial works, turning Visual Alerting on or off, and more..
Set Speed Dials	Lets you assign speed dial numbers for up to ten contacts, so a long press of a single digit initiates a call to that person. See Setting up speed dialing on page 22 for more information.
Set Favorites	Lets you build a list of up to nine favorite contacts or features. See Setting up favorites on page 22 for more information.
Application Settings	Includes choices for personalizing button labels, turning call on or off and including bridged calls in your call History .
Screen & Sound Options	Includes choices for adjusting your phone's brightness and contrast, ring pattern, background logos, and button clicks and error tones, text size and phone screen width.
Language & Region	Includes choices for setting the display language and the time format.
Advanced Options	Includes choices for integrating other applications like Microsoft® Exchange Server with your phone. You can also set AGC (Automatic Gain Control) for your headset, handset, and/or speaker audio.

Setting the Phone Screen on calling

About this task

Set Phone Screen on Calling to Yes to automatically display the Phone screen when you place a call.

Procedure

1. Press **Avaya Menu**.
2. Select Options & Settings...
3. Press **Select** or **OK**.
4. Select **Call Settings**.

5. Press **Select** or **OK**.
 6. Select **Phone Screen on Calling**.
 7. Press **Change** or **OK** or use the right or left navigation arrows to set the option to Yes or No, depending on the current setting.
 8. Press **Save**.
-

Displaying the phone screen when you get an incoming call

About this task

Use this task to automatically display the phone screen when you get an incoming call.

Procedure

1. Press **Avaya Menu**.
 2. Select **Options & Settings > Call Settings > Phone Screen on Ringing**.
 3. Press **Change** or **OK** to set the option to **Yes**.
 4. Press **Save**.
-

Displaying call timers

About this task

You can set your call settings to display the duration of calls. You can turn the call timer display on or off.

Procedure

1. Press **Avaya Menu**.
 2. Select **Options & Settings...**
 3. Press **Select** or **OK**.
 4. Select **Call Settings**.
 5. Press **Select** or **OK**.
 6. Select **Display Call Timers**.
 7. Press **Change** or **OK** or use the **Left/Right** arrows to change the setting.
 8. Press **Save**.
-

Setting redial options

About this task

To display a list of the last numbers you dialed, or to dial the last number you dialed, you can use the **Redial** option.

Procedure

1. Press **Avaya Menu**.
 2. Select **Options & Settings...**
 3. Press **Select** or **OK**.
 4. Select **Call Settings**.
 5. Press **Select** or **OK**.
 6. Select **Redial**.
 7. Press **Change** or **OK** or the **Right/Left Arrows** to toggle between One Number and List.
 8. Press **Save**.
-

Configuring visual alerts

About this task

When the Visual Alerting option is turned on, incoming calls cause the LED in the top right corner of the phone to flash. You can turn Visual Alerting on or off.

Procedure

1. Press **Avaya Menu**.
 2. Select **Options & Settings**.
 3. Select **Call Settings**.
 4. Select **Visual Alerting**.
 5. Press **Change** or **OK** or use the **Right/Left** arrows to turn Visual Alerting on or off.
-

Setting the audio path

You can set your phone to go off-hook on the Speaker or the Headset when you make an on-hook call.

Procedure

1. Press **Avaya Menu**.
 2. Select **Options & Settings** or **Phone Settings**.
 3. Press **Select** or **OK**.
 4. Select **Call Settings**.
 5. Press **Select** or **OK**.
 6. Select **Audio Path**.
 7. Press **Change** or **OK** or use the **Right/Left** arrows to change the Speaker or Headset setting.
 8. Press **Save**.
-

Setting dialing options

About this task

Your phone has two dialing options. You can dial as you normally would, for example, pick up the handset, get a dial tone, and dial the number you want (off-hook dialing). Or, you can set "edit dialing" which mimics how you dial a call on a cell phone - you can enter all or part of the number, backspace to correct a digit if needed, and when ready, initiate the dialing process using a softkey.

Note:

Edit dialing may not be available to you, depending on how your system is administered.

Procedure

1. Press **Avaya Menu**.
2. Select **Options & Settings...**
3. Press **Select** or **OK**.
4. Select **Call Settings**.
5. Press **Select** or **OK**.
6. Select **Dialing options**.

If your telephone does not display this option, your administrator has not made this feature available.

7. Press **Change** or **OK** or the **Right/Left Arrows** to toggle between On-hook and Editable.

When on-hook dialing is in effect, dialpad (edit dial) searches are not available.

8. Press **Save**.
-

Setting up speed dialing

About this task

Use this task to assign speed dial numbers to your contacts. You can assign speed dial numbers to up to 10 contacts.

Procedure

1. Press **Avaya Menu**.
 2. Select **Options & Settings**.
 3. Press **Select** or **OK**.
 4. Scroll to **Set Speed Dials**.
 5. Press **Select** or **OK**.
 6. To unassign an existing speed dial contact, scroll to the line you want to un-assign and **Clear**. Proceed to the next step to reassign that number.
 7. To add a speed dial contact, scroll to the first unassigned line and press **Assign**.
 8. Scroll to the contact you want to assign and **Select**.
 9. Select the telephone number you want to assign.
 10. Press **Select** or **OK**.
-

Setting up favorites

About this task

Use this task to create a list of favorite contacts or features for quick access. You can include up to nine favorite items in the favorite list.

Procedure

1. Press **Avaya Menu**.

2. Press **Select** to choose **Options & Settings > Assign Favorite Entries > Set Favorites**.
 3. Perform one of the following actions:
 - To add a favorite contact, press **Contacts**.
 - To add a favorite feature, press **Features**.
 4. Press **Select** to choose the required contact or feature.
-

Gaining access to the favorite list

About this task

Use this task to gain access to the favorite list for quick access to a contact or a feature.

Procedure

1. Scroll past through the last call appearance.
 2. Highlight the required contact or feature.
 3. Press **Call** or **Select** as applicable.
-

Personalizing button labels

About this task

You can change the labels that are displayed for your extensions, features, and system numbers or speed dial buttons. For example, you can change the label for your extension to "My Line." You cannot edit Autodial buttons labels using this procedure. For information, see [Assigning labels to pre-assigned \(Autodial\) numbers](#) on page 73.

Procedure

1. Press **Avaya Menu**.
2. Select **Options & Settings...**
3. Select **Application Settings**.
4. Select **Personalize Labels...**
5. Press **Select** or **OK**.
6. Select the label you want to edit.

If the label you want to edit is on the Features menu, scroll right to access the Features menu, and select the label you want to edit. If the label you want to edit is

on the System Numbers menu, scroll right twice to access the System Numbers menu and select the label you want to personalize.

7. Press **Edit**.
 8. Edit the label using up to 13 characters.
Press **More** then **Clear** to clear all text fields and start over.
 9. Press **Save** or **OK**.
 10. You may revert back to the default button labels by selecting **Options & Settings** > **Application Settings** > **Restore Default Button Labels** and pressing **Default**.
-

Adjusting the contrast of the display

Procedure

1. Press **Avaya Menu**.
 2. Select **Options & Settings** > **Screen & Sound Options** > **Contrast**.
 3. Press **Change** or **OK**.
 4. Scroll right or left to adjust the contrast.
 5. Press **Save** or **OK**.
-

Changing the ring pattern

Procedure

1. Press **Avaya Menu**.
2. Select **Options & Settings**...
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.
6. Scroll to and select **Personalized Ringing**.
The ring tone currently selected displays on the status line and a list of all eight ring tones within that category displays with a checkmark next to the pattern currently selected. The first softkey indicates the other ring tone category, to allow you to switch between categories.
7. Press **Change** to move from one ring tone to the next.

8. Repeat the last step until you find the ring pattern you want.
 9. Press **Save** to make it your ring pattern.
-

Setting a ring tone for incoming forwarded calls

About this task

Use this task to specify the ring tone that you want to hear for incoming calls that are forwarded to your deskphone. You can hear the ring tone that you specified for the:

- **Caller.**
- **First deskphone that forwarded the call.**

Procedure

1. Press **Avaya Menu** .
 2. Press **Select** to select **Options & Settings > Screen & Sound Options > Call Fwd Ring**.
 3. Press **Change** to select one of the following:
 - **Caller:** To hear the ring tone that you specified for the caller.
 - **Forwarder:** To hear the ring tone that you specified for the first deskphone that forwarded the call .
 4. Press **Save**.
-

Setting a ring tone for Team Button

About this task

Use this task to set a ring tone for deskphones that you monitor.

Procedure

1. Press **Avaya Menu** .
 2. Press **Select** to select **Options & Settings > Screen & Sound Options > Team Button Ring Type**.
 3. Press **Change** to select the required ring tone.
-

Setting a call pickup ring tone

About this task

You can set ring tones to alert you when you receive an incoming call.

Procedure

1. Press **Avaya Menu**.
 2. Select Options & Settings...
 3. Select Screen & Sound Options.
 4. Press **Select** or **OK**.
 5. Select Call Pickup Ring Type.
 6. Press **Change** or **OK** or use the **Right/Left Arrows** to toggle from one ring tone/ number to another. Each tone sounds briefly as you move to it.
 7. If desired, press **Play** or **OK** to listen to the ring tone.
 8. Repeat the last two steps until you find the ring tone you want for calls within your pickup group.
 9. Press **Save** to make it your call pickup ring tone.
-

Setting an alert for a call pickup group

About this task

Use this task to set a call pickup group alert on your deskphone. The call pickup group alert provides a visual or an audio alert on your deskphone when a member in your call pickup group gets a call.

Procedure

1. Press **Avaya Menu** .
2. Press **Select** to select **Options & Settings > Screen & Sound Options > Call Pickup Indication**.
3. Press **Change** to select one of the following:
 - **Audible**: Provides an audio alert.
 - **Visual**: Provides a visual alert.
 - **Both**: Provides both audio alert and visual alert.
 - **None**: Provides no call pickup alert.

4. Press **Save**.
-

Turning button click sounds on and off

Procedure

1. Press **Avaya Menu**.
 2. Select **Options & Settings...**
 3. Press **Select** or **OK**.
 4. Select **Screen & Sound Options**.
 5. Press **Select** or **OK**.
 6. Select **Button Clicks**.
 7. Press **Change** or **OK** or use the **Right/Left** arrows to turn sounds on or off.
 8. Press **Save**.
-

Turning error tones on or off

Your telephone beeps if you make a mistake or take an action that is not allowed. If you do not want to hear error beeps, set your error tone to Off.

Procedure

1. Press **Avaya Menu**.
 2. Select **Options & Settings**.
 3. Press **Select** or **OK**.
 4. Select **Screen & Sound Options**.
 5. Press **Select** or **OK**.
 6. Select **Error Tones**.
 7. Press **Change** or **OK** or use the **Right/Left** arrows to turn error tones on or off.
 8. Press **Save**.
-

Setting key repeat delay

About this task

Use this procedure to set the time for which you must press the navigation key to start the auto repeat process. You can select from the following options:

- No Repeat
- Default
- Short
- Long
- Very Long

Procedure

1. Press **Avaya Menu** .
 2. Press **Select** to select **Options & Settings > Screen & Sound Options > Key Repeat Delay**.
 3. Press **Change** to select the required option.
 4. Press **Save**.
-

Changing the language

Procedure

1. Press **Avaya Menu**.
 2. Select **Options & Settings...**
 3. Press **Select** or **OK**.
 4. Select **Language & Region**.
 5. Press **Select** or **OK**.
 6. Select **Language**.
 7. Select a display language.
 8. Press **Select** or **OK**.
 9. Press **Yes** to confirm the selected language.
-

Setting the time format

You can change the way the time displays on your screen. The time format is either 12 or 24 hours.

Procedure

1. Press **Avaya Menu**.
 2. Select Options & Settings...
 3. Press **Select** or **OK**.
 4. Select Language & Region...
 5. Press **Select** or **OK**.
 6. Select Time Format.
 7. Press **Select** or **OK**.
 8. Press **Change** or **OK** or use the **Right/Left** arrows to change the time format.
 9. Press **Save**.
-

Setting headset profile

About this task

Use this task to select an appropriate headset profile that best matches the acoustic of deskphone with your headset.

Procedure

1. Press **Avaya Menu** .
 2. Press **Select** to select **Options & Settings > Advanced Options > Headset Profile**.
 3. Press **Change** to select the profile that matches your headset.
For more information on headset profiles that Avaya supports, see the document *Avaya one-X® 96X1 Series IP Deskphone Headset Profiles* at the [Avaya Support](#) website.
 4. Press **Save**.
-

Turning automatic gain control on or off

About this task

The automatic gain control (AGC) automatically adjusts the audio output level to achieve a constant and better quality audio.

Procedure

1. Press **Avaya Menu**.
 2. **Options & Settings**.
 3. Press **Select** or **OK**.
 4. **Advanced Options**.
 5. Press **Select** or **OK**.
 6. **Automatic Gain Control**.
 7. Press **Select** or **OK**.
 8. Select the Handset, Headset, or Speaker for which you want to turn AGC on or off.
 9. **Change** or **OK** to turn AGC on or off.
 10. **Save**.
-

Integrating other applications with your phone

About this task

If your administrator has set up this option, you can integrate Microsoft® Exchange Server calendar and contacts with your phone. First, establish your credentials by entering the user name and password you use for Microsoft Exchange Server email purposes and the domain of your Exchange Server. After establishing your credentials, you can set your calendar preferences.

Procedure

1. Press **Avaya Menu**.
2. Press **Select** to select **Options & Settings > Advanced Options > Exchange Integration**.

3. If you have already set up your credentials and do not want to change them, proceed to Step 9. To establish or change your credentials, select **Email Name & Password** and enter the following:
 - Your Microsoft Exchange server email user name.
 - Your Microsoft Exchange server email password.
 - The location, domain or the IP address, of the server on which Microsoft Exchange runs.
 - Whether you want the deskphone to display a prompt to enter your user name and password every time you access Microsoft Exchange calendar on your phone. Press **Change** to change the setting as required.
4. Press **Save** or **OK**.
5. To set or change your calendar preferences, select **Calendar** and enter the following:
 - Whether or not you want your phone to activate the calendaring feature. Press **Change** to change the **Use Exchange Calendar** setting to **Yes** or **No**.
 - Whether or not you want your phone to remind you of items on your calendar. Press **Change** to change the **Enable Exchange Reminder** setting to **Yes** or **No**.
 - If you want to be reminded of calendar items, indicate in minutes how far in advance you want to get a reminder for your appointments. For example, setting the value to 120 will cause a reminder to appear two hours before the appointment start time and setting the value to 5 will cause a reminder to appear five minutes before the start time of appointment. Setting the value to 0 minutes will cause the reminder to be displayed at the start time of the appointment. To enter minutes, select **More**, then **123** and type the number of minutes.
 - Whether you want the appointment reminder to reappear after a “snooze” period in minutes you specify. For example, setting the **Exchange Snooze Time** value to 5 will cause a Reminder popup to reappear five minutes after you have “snoozed” it.
 - Whether or not you want to hear a tone with a reminder popup window. Press **Change** to change the **Exchange Reminder Tone** setting to **Yes** or **No**.
6. To change your contacts preferences, select **Contact** and configure the following:
 - Whether or not you want your phone to remind you of items on your calendar. Press **Change** to change the **Use Exchange Contacts** setting to **Yes** or **No**.
 - If you want to change the Exchange subscription period, specify in the **Use the Exchange Subscription Period** field.
7. Press **Save** to save your settings and preferences.

 Note:

When Exchange calendar is active, a Calendar label displays beneath your last call appearance on the Phone screen.

Browser

Your deskphone includes WML Web browser capability to use additional applications. The applications available through the Web browser vary depending on how your system administrator has configured your deskphone. For more information, contact your system administrator.

Access the browser through **Avaya Menu**. If you do not see the **Browser** option on **Avaya Menu**, Web applications are not available for your deskphone.

 Note:

The 9601 deskphone does not support displaying images through the browser.

Using the WML browser

Procedure

1. Press **Avaya Menu**.
 2. Scroll to **Browser**.
 3. Press **Select** or **OK**.
The WML browser opens the home page.
 4. Scroll to the link that you want to view.
 5. Press **OK** to open the link.
 6. Perform any of the following actions:
 - To stop loading the current page, press **Cancel**.
 - To reload the current page, press **Refresh**.
 - To open the home page, press **Home**.
 - To close the browser, press **PHONE**.
-

Chapter 3: Answering a call

About this task

When you receive an incoming call, the phone selects the incoming call automatically. However, if you are already on a call or if you receive more than one incoming call at a time, you may need to select the call you want to answer manually. If you do not have the Go to Phone on Ringing option enabled, you must press **Phone** to choose a line or view call options.

If you do not have the Go to Phone Screen on Ringing option enabled and if the Phone screen is not displayed, incoming calls display on the top line of the screen. You can press the corresponding line button (LED) to answer the call.

Procedure

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset, or press **Speaker**, **OK**, or **Answer** to answer the call using the speakerphone, or press **Headset** to answer using the headset.
- If you are on another call, from the Phone screen, scroll to the line with the incoming call and press **Answer** or **OK**. The deskphone automatically answers the incoming call and puts the previous call on hold.
- If you are on another call and the deskphone does not automatically display the incoming call, from the Phone screen scroll to the line with the incoming call and press **Answer** or **OK**. If you are on another call and the telephone does automatically display the incoming call, you can press **Answer** to automatically put the first call on hold when you answer the new call. Alternately, you can press **Ignore** to turn off the ringer for an incoming call.
- To automatically display the Phone screen whenever you receive an incoming call, set the **Phone Screen on Ringing** option to **Yes**.

Note:

To automatically display the Phone screen whenever you receive an incoming call, set the Phone Screen on Ringing option to Yes. For more information, see [Displaying the Phone screen on receiving a call](#).

Sending an active call to voicemail

Procedure

To send an active call to voicemail, from the Features menu, select **Transfer to Voicemail**.

Ignoring an incoming call

About this task

Use this task to turn off the ringer for an incoming call.

Procedure

From the Phone screen, press **Ignore** to turn off the ringer for an incoming call.

Putting a call on hold

Procedure

1. Press **Phone** to view the main Phone screen, if necessary.
2. If you are not active on the line you want to put on hold, select that line.
3. Press **Hold**.

Note:

The phone might display a hold timer when you put a call on hold. For more information, see [Configuring call timers](#) on page 19.

4. Press **Resume** or the line button of the held call to retrieve the call. Your system administrator may have administered the Hold Recall feature, which alerts you visually and with a priority ring to remind you of a held call after a certain period of time.
-

Muting a call

About this task

While on a call, you can mute the microphone of your phone so that the other party cannot hear you. You can configure your deskphone to alert you if your deskphone is on mute. The alert can be an audible beep and a visible indication on the top line of your deskphone.

Procedure

1. Press **Mute** during a call so that the other person on the call cannot hear you.
2. Press **Mute** again to unmute the call.

 Note:

When the call is muted, the Mute button light is on and the top line displays the Mute icon.

Switching to another deskphone during an active call

About this task

Use this task to switch to another registered deskphone during an active call when you have registered more than one deskphone with your extension.

Procedure

1. Answer the incoming call from your deskphone.
 2. To switch to the other deskphone, press **Bridge** on that deskphone.
-

Transferring a call

Procedure

1. Select the active call appearance line on which the call that you want to transfer appears.
2. Press **Transfer**.

3. Dial the number or call the person from the contacts list or from the history list.
4. If your administrator configured unattended transfers for your deskphone, you can hang up without announcing the call. Otherwise, press **Complete** or press **OK**.

 Note:

Unanswered transfers may be returned to your telephone as a recalled transfer. In this case, you hear a priority ring and see the display message `Return` next to the call.

Chapter 4: Making a call

About this task

If you are not on a call, simply dial the number you want to call. Use the Phone screen to view and manage calls. Press **Phone** to view the main Phone screen at any time. When the Phone screen is displayed, press **Phone** to move to the top of the call appearance list.

Procedure

Lift the handset, or press **Speaker** or **Headset** (if applicable) or a line button for an available line.

Making an emergency call

About this task

You do not have to be logged in to make an emergency call.

If emergency calling was set up by your system administrator, the Phone screen has an Emergency softkey to immediately connect you with a preset emergency services number.

! Important:

During telephone failover (switching between telephone system servers during a system failure) the Emergency softkey may not be available until your telephone is connected with an alternate server, usually within several seconds.

Procedure

1. On the Phone screen, press **Emerg**.
 2. Press **Yes** when the deskphone displays a prompt.
Some call servers will call back to confirm the emergency status. The phone automatically answers the incoming call on the Speaker by going off hook.
 3. To end the emergency call, press **End Call** or press **Speaker**.
-

Redialing a number

Procedure

1. From the Phone screen, press **Redial**.

The last number is redialed or a list of the most recent numbers that you have dialed appears from which you can select a number to redial. For information in redial settings, see [Setting Redial Options](#) on page 20 .

 Note:

The last number dialed and redial list are cleared if the Outgoing Call Log is cleared.

2. If you are working with a redial list, scroll to the number you want to call and press **Call** or **OK**.

Your system administrator can disable Redial functionality.

Speed dialing a person

Procedure

On the Phone screen, press and briefly hold the dialpad key assigned to the person you want to call. Or, if speed dial numbers are assigned to a button module attached to your phone, press the button assigned to the person you want to call.

To assign speed dial numbers to up to 10 contacts, see [Setting up speed dialing](#) on page 22.

Autodialing a pre-assigned number

About this task

Your system administrator may set up frequently called numbers such as Information Technology or the Help Desk as Autodial numbers, so you can dial them with one touch.

Procedure

1. From the Phone screen, scroll right twice to gain access to the System Numbers menu.
To assign labels to or edit labels for your Autodial numbers, see [Assigning labels to pre-assigned \(Autodial\) numbers](#) on page 73
 2. Select the number you want to call.
 3. Press the **Call** softkey or the **OK** button.
-

Making a call using edit dialing

Before you begin

Your system administrator has to authorize this function. To set up edit dialing, see [Setting dialing options](#) on page 21.

About this task

Using Edit dialing feature, you can edit the number before actually dialing by using the **Bksp** softkey. Using softkeys, you can change the number/character format or backspace to "edit" the number before actually dialing it. Using the **Bksp** softkey, you can edit the number before actually dialing it.

Procedure

1. From the Phone screen, enter the number you want to call.
 2. To edit the number, press **Bksp** to erase the previous character, one character at a time. To change the character format press **More**, and then press **123/abc/ABC**.
 3. Press **Call** or **OK**.
-

Calling a person from the contacts list

About this task

You can call any contact that is listed in your contacts list. You can find a name by scrolling to it or by using the search box. Use the dialpad keys to enter the first few letters of the name, and the screen will scroll to the first match in your list.

Procedure

1. Press **Contacts**.
2. Select the person or number that you want to call.
3. Press **More** twice.
4. Locate the contact that you want to call by typing the name of the person as listed.

For example, if you added John Smith to your contacts List as “Smith, John”, start typing his last name rather than his first name. Each time you press the dialpad, the list display shifts to match your input. Alternately, you can scroll up or down to locate the contact.

5. Press **Call**, **OK**, or the line appearance to call the selected contact.
-

Calling a person from the call history

Procedure

1. Press the **History** button.
 2. Scroll to the left or right to view a separate list of all calls, missed (unanswered) calls, answered calls, or outgoing calls.
 3. Scroll up or down to select the person or number you want to call.
 4. Select the person or number you want to call.
 5. Press the **Call** softkey or the **OK** button.
-

Calling a person from the directory

About this task

If your administrator has set up a company directory you can use the Contacts button to search through the directory, then call the person you found.

 Note:

Use the Contacts button on the phone to initiate either a directory search as described here or to find a contact on your personal Contacts list. To locate a person on your Contacts list, see [Searching for a contact](#) on page 51.

Procedure

1. Press **Contacts**.
 2. Press **More**.
 3. Press **Search**.
 4. Enter the person's full or partial first name if desired. To enter all or part of the last name only, skip this step and the next and scroll down to the Last Name field.
 5. Press **OK**.
 6. Enter the person's full or partial last name.
 7. Press **Search** or the **OK** button to start searching the directory.
 8. When the person you want displays, press **Call** to call the person.
-

Dialing an E.164 number

About this task

E.164 is a standard format of international public telephone numbering. An E.164 number can have up to 15 digits and is preceded by a plus sign (+). Use the following procedure to dial an E.164 number.

Procedure

1. Press asterisk (*) twice or press **+** to display the plus sign (+).
If you are using the **SPEAKER**, the **HEADSET**, or the call appearance line, the phone displays the plus (+) softkey on the screen.
 2. Dial the number that you want to call.
-

Making a call using a *Click to dial* link

Procedure

1. Select the line with the link for the person or number you want to call.
2. Press the line button corresponding to the line with the link or press **OK**.

Making a call

The deskphone initiates a call to the person or number associated with the click to dial link.

Chapter 5: About forwarding calls

You can forward your incoming calls to another number or to voice mail. When the Forward button light is on, one or more of the forwarding features are active. The forwarding features available on your phone depend on the options your system administrator has set. For more information about the options available on your extension, contact your system administrator.

Send All Calls

About this task

When Send All Calls (SAC) feature is on, your incoming calls go directly to a predefined coverage number, typically your voicemail. Incoming calls ring once at your extension and then go directly to a number which is set by your system administrator. If the SAC feature is administered on your phone, a **Send All** softkey appears on the Phone screen for idle calls.

You can also turn **Send All Calls** on or off by using the telephone Features list.

Procedure

1. From the Phone screen, scroll right to access the Features menu.
 2. Select **Send All Calls**.
 3. Press **OK** or press the line button on which **Send All Calls** appears to turn **Send All Calls** on or off.
-

Enabling call forwarding

About this task

Use this task to forward your calls to a specified number.

Procedure

1. Press the right navigation button to gain access to the Features menu.
2. Select the forwarding feature that you want to activate.

3. Press **Select** or **OK** to turn the call forwarding feature on.
 4. Enter the destination number to which you want to forward your calls, and press **Enter**.
-

Disabling call forwarding

About this task

Use this task to turn off any call forwarding feature that you activated.

Procedure

1. Press the right navigation button to gain access to the Features menu.
 2. Select the active call forwarding feature that you want to turn off.
 3. Press **OK**.
-

Chapter 6: Using the conference feature

You can use conference calls to speak with people from different locations on the same call. Additional conferencing options may be available through Expanded Meet-Me Conferencing. Contact your system administrator for more information about this feature.

Setting up a conference call

About this task

Use this task to set up a conference call and add participants to the conference call.

Procedure

1. From the Phone screen, select your active call.
 2. Press **Conf**.
 3. Dial the telephone number, or call the person from the contacts list, or the History list.
 4. Press **Join** when the person answers the call.
 5. To add another person, press **Add** and repeat Steps 3 to 4.
-

Adding a person on hold to a conference call

Procedure

1. From the Phone screen, select your active call.
 2. Press **Conf**, or **Add** if you are already in a conference.
 3. Select the call on hold that you want to add to the conference.
 4. Press **Resume** to take the call off hold.
 5. Press **Join** or **Conf** to add the person to the conference call.
-

Putting a conference call on hold

About this task

When you put a conference call on hold, the other parties can still talk to each other.

Procedure

1. Press **Hold** during a conference call.
 2. Press **Resume** or **OK** to resume the conference call.
-

Chapter 7: Using bridged call appearances

In addition to your own call appearances, your phone may show one or more bridged call appearances on the display screen. A bridged call appearance is of another user and allows you to see if that call appearance is in use, answer calls on that appearance, or join a call in progress on that call appearance from your deskphone. You can also make outgoing calls on a bridged call appearance when it is not in use.

Answering a call on a bridged line

About this task

Answering a call on a bridged line is the same as a call on a primary line.

Procedure

1. Select the bridged call that you want to answer.
The ringing line is selected automatically. If you are on another call when a call comes in to a bridged line, you have to select the ringing line.
 2. Press **Answer**.
-

Joining a call on a bridged line

Procedure

1. Select the bridged call in progress that you want to join.
 2. Press **Bridge**.
-

Making an outgoing call on a bridged line

About this task

When you make a call on a bridged line, you are using another telephone user's line. The caller ID associated with the call you are making may show the call as coming from you or coming

from the person whose line you are using. If you have any questions about how the name or extension displays to the person you are calling, contact your system administrator.

Procedure

1. Select the bridged line you want to use.
 2. Press **OK** to get a dial tone.
 3. Dial the telephone number, or call the person from the Contacts list, or call the person from the History list.
-

Excluding others from bridging on to your call

About this task

Use the Exclusion feature to prevent others who are bridged to your extension from bridging onto a specific call. You can activate exclusion only during an active call.

Procedure

1. Access the Features menu during an active call.
2. Scroll down to Exclusion and press **OK** or just press the corresponding line button.

When you activate Exclusion during a call, all parties except you and the calling and the called party are dropped from the call.

Transferring a bridged call to its own voice mail

About this task

Use the Transfer to Voice Mail feature to transfer a call you took on a bridged line to its voice mail.

Procedure

1. During an active bridged call, scroll right from the Phone screen to access the Features menu.
 2. If necessary, scroll down to Transfer to Voice Mail.
 3. Press **OK** or **Enter** to transfer the bridged call to its respective voice mail system.
-

Independent alerting for each Bridged Call Appearance

You can use the Independent alerting for each Bridged Call Appearance feature if your system administrator has enabled the feature for your extension.

The four options available are the following:

- **On:** The deskphone plays a ringtone when there is a call on the bridged appearance.
- **Off:** The deskphone does not play an alert ringtone when there is a call on the bridged appearance.
- **Delayed:** The deskphone plays an alerting melody after a delay if a call on the bridged appearance is not answered. Your administrator can configure the delay.
- **Abbreviated:** The deskphone plays a single beep to indicate a call on the bridged appearance.

Chapter 8: Using the contacts feature

Searching for a contact

About this task

Use this task to search for a contact that already exist in your contacts list.

You can jump to a certain group of letters in your contacts list by pressing the associated dial pad button. For example, if you press 3, the deskphone displays entries starting with D, E, or F depending on the names of contacts that you might have in the contacts list that start with any of these letters. With each successive dialpad key press, the deskphone displays the matching entries.

Procedure

1. Press **CONTACTS**.
2. Use the dialpad to type the name that you want to search.
If you set up your contacts in the Last Name and First Name format, type the letters of the last name. If you have set up your contacts using a different format, type the most likely letters that matches the contact that you want to find.
3. When the deskphone displays the required match, you can perform any of the following actions:
 - To call the contact, press **Call**.
 - To edit the contact information, press **More > Edit**.

Next steps

If your administrator has set up a corporate contact list or database, you can extend a search. For information, see [Extended searching](#) on page 52.

Extended searching

About this task

If your system administrator has set up a corporate contact list or database and has made the extended searching feature available, you can make a call to other users in your system by name.

Procedure

1. Press **Contacts**.
2. Press **More > Search**.
3. Use the dialpad keys to enter all or part of the first and last name of the person that you want to call.
4. Press **Search** to start the search.
5. If the search displays the name and number of the person that you want to call, select the line on which the name appears, and select an appropriate softkey from the following softkeys:
 - **Call**: To dial the number of the selected person.
 - **Details**: To see detailed information about the selected person.
 - **More** and **+Contacts**: To add the selected person to your Contacts list.
 - **Cancel**: To return to the Search screen.
6. If the search does not locate the person that you are searching, press **Cancel**, and use this procedure to perform a different search. For example, if you entered a partial first and last name, enter the name in its entirety and search again.

Viewing a contact's details

Procedure

1. Press **Contacts**.
2. Select the contact you want to view.
3. Press **Details** to see the information available for that contact.
Selecting Details is the only way to dial a second or third number for a contact.

4. Press the appropriate softkey to call or edit this contact, delete this contact, or return to the Contacts screen.
-

Adding a new contact

About this task

You can add up to six numbers for a contact. Selecting "track presence" as a type allows you to track the contact's telephone presence, for example, not logged in, logged in, in use, or sending all calls to another number.

Procedure

1. Press **Contacts**.
2. Press **New**.
3. Enter the first and last name using the dialpad.
 - Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed.
 - If the characters are on the same key, pause before entering the next character.
 - To enter a space, press **0**.
 - Enter remaining letters or numbers.
 - To delete the last character, press the **Bksp** softkey.
- 
Note:

If you want to remove a letter, number, space, or symbol that is in the middle of the text you entered, use the left and right navigation arrows to place your cursor after the character you want to remove. Once your cursor is in the correct position, press the **Bksp** softkey to remove the character to the left of the cursor.
4. Select the next field.
5. Enter the number.
6. Select the next field.
7. To know the presence information for this person select **Yes** on the **Track Presence** field. If presence information is available for this person, presence icons will subsequently appear next to this person's name/number on the Phone or Contact screen.
8. Select the next field.

9. Select the type of number entered (Work, Home, Mobile).
 10. Press **More >Primary** if applicable.
The primary number is the one that will always display without having to go into contact details.
 11. If you have another number for this contact, select the next field and repeat from step 5.
You can add up to five additional numbers for this contact, but you can designate only one number as primary.
 12. Press **Save** or **OK**.
-

Editing a contact

Procedure

1. Press **Contacts**.
 2. Search for and select the contact you want to edit.
 3. Press **More > Edit**.
 4. Choose the field you want to edit.
 5. Use the dialpad and softkeys to make changes to the contact information.
 6. Press **Save**.
-

Assigning specific ring tone to a contact

You can configure the ringtone that your deskphone plays when your deskphone receives a call from a contact in your local phone book. Hence, when you receive an incoming call, you can identify the caller based on the ringer that your deskphone plays. If you have not specified a ringtone for a contact, the deskphone plays the default ringtone.

Procedure

1. Press **CONTACTS**.
2. Select the contact for which you want to assign a ring tone, and press **Details**.
3. Press **Edit**.

4. Scroll to **Ringer**.
 5. Press **OK**.
 6. Use the Up and Down navigation keys to choose the ring tone of your choice and press **OK**.
 7. Press **Back**.
 8. Press **Save**.
-

Deleting a contact

Procedure

1. Press **Contacts**.
 2. Select the contact you want to delete.
 3. Press **More > Delete**.
 4. Press **Yes** to confirm or **No** to cancel.
-

Accessing Exchange contacts

About this task

You can now access and download your Calendar contacts into your phone using your exchange credentials. You can synchronize and download about 1000 contacts to your phone. These contacts are available under the new screen "Exchange Contacts". You can also access your local PPM contact numbers under the Local Contacts screen and add the exchange contacts under the PPM. However presence information would be available only for your local contacts. Note: This feature is available only if your administrator has configured your extension for the feature.

Using the Exchange Contacts feature, you can perform the following actions on your *Outlook* contacts from your Deskphone:

- View the contacts.
- Search for a particular contact.
- Call a contact.
- View the details of a contact.
- Copy a contact to your local contacts.

You can not edit or delete an Exchange contact from your Deskphone. You must copy the contact to your local contacts before you modify any details of that contact.

Before using this feature, you must first enter your Exchange server credentials. To know how to enter your Exchange server credentials, see

Procedure

1. Press **CONTACTS**.
 2. Press **More > Exchange**.
 3. To copy a contact from the Exchange server to the contacts list, press **+Local**.
 4. On the Contact Edit screen, specify the name, telephone numbers, and telephone types for the contact.
 5. Press **Save**.
-

Chapter 9: Call History

The History screen provides a list of recent calls, with information about call disposition such as missed, answered, or outgoing with the caller name and number, call time, and call duration.

 Note:

The caller number is displayed only if available.

Call History also shows bridged calls. If you are a member of a call pickup group, any calls you picked up for another person or you missed and were answered by someone else in your pickup group are shown with a Forwarding icon. Using this feature, you can review details of the type of call pickup. When you have one or more missed calls, the History button illuminates and the Missed Calls icon and the top line displays the number of missed calls. To call a person listed in your Call History, see [Calling a person from the call history](#) on page 40.

Viewing the call history

Procedure

1. Press **History**.
You can go to the top of the list by pressing **History** again.
2. Scroll to the right or left to view separate lists of all, answered, outgoing, or missed calls.

 Note:

When contacts whose presence you have set up to track have called you, the applicable presence icon displays along with their call information. See [About icons](#) on page 12 for a description of the icons.

3. Scroll up or down to view the entries on the list.
-

Viewing call history details

Procedure

1. Press **History**.
2. Select the number you want to view.
3. Press **Details**.

If you are logging bridged calls as well as your own, bridged call details are identified by either CALL FOR: (calls made to the bridged line) or CALLED FROM: (calls made from the bridged line) preceding the applicable number. To log/not log bridged calls, see [Turning off call history](#) on page 59.

4. To return to the list view, press **More**, and then press **Back**.
-

Adding an entry from the call history to your contacts list

Procedure

1. Press **History**.
 2. Select the number you want to add to your Contacts list.
 3. Press **More**, and then press **+Contact**.
 4. If necessary, edit the name and telephone number.
 5. Press **Save**.
-

Removing an entry from call history

Procedure

1. Press **History**.
2. Select the number you want to delete.
3. Press **More**, and then press **Delete**.

4. Press **Yes** to confirm the deletion.
-

Clearing all call history entries

About this task

Clearing all entries from the call history deletes all of the entries for the specific list you are viewing. For example, if you are viewing the Outgoing calls list, only outgoing calls are deleted.

Procedure

1. Press **History**.
 2. Press **More** twice, and then press **Clear All** or **OK**.
 3. Press **Yes** to confirm.
-

Turning off call history

Use this task to turn History on or off. If you have bridged call appearances on your phone, you can choose whether or not to include calls to your bridged lines in your call history log.

Procedure

1. Press **Avaya Menu**.
 2. Select **Options & Settings > Application Settings**.
 3. To select the type of call logging that you want to turn off, perform one of the following actions:
 - To turn off logging your calls, select **History**.
 - To turn off logging the bridged lines, select **Log Bridged Calls**.
 4. Press **Change** or **OK** to turn call history logging on or off.
 5. Press **Save**.
-

Chapter 10: Tracking presence information

You can use the Track Presence feature to view presence information of users in your Contacts list.

With the Track Presence feature, you can see whether the person you want to get in touch with is available or not, and receive an indication of when that person is available to receive a call. In addition, when you are on a call, other users can see that you are busy and they can call you later, or contact you using another method.

To see the presence information of a contact, you must first set the **Track Presence** option to **Yes** for that particular contact. You can turn on the **Track Presence** option while adding a contact. You can also choose to turn the **Track Presence** option on or off by editing the details of a contact. For more information on adding and editing a contact, see the chapter *Using the contacts feature*.

Note:

You can see the presence information of your contacts only if your system administrator enables the presence feature for your extension.

To view the presence information about your contacts, press **CONTACTS**. The deskphone displays presence icons in your contacts list to show the status of your contacts.

For more information on presence icons, see [Presence icons](#) on page 13.

Chapter 11: About Hotline

You can use the Hotline feature to dial a preconfigured number that your system administrator has already set for you.

To dial the hotline number, lift your handset, or press **SPEAKER**. Alternatively, if you are using a headset, press **HEADSET**. The deskphone automatically dials the number that your system administrator has configured for you.

Chapter 12: About Team Button

You can use the Team Button feature to:

- Monitor the status of the extensions of your teammates from your deskphone.
- Answer any incoming call to the monitored station from your deskphone.
- Speed dial to call a monitored station that is idle.
- Hear audible alerts for the monitored extensions on your deskphone.

The following table shows different icons of the Team Button feature.

Icon	Indication
	The monitored extension is idle.
	The monitored extension is on another call.
	The monitored extension is idle, but the user has forwarded all incoming calls to a different extension.
	The monitored extension is on another call, and the user has forwarded all incoming calls to another extension.

Viewing the status of monitored stations

Procedure

1. Go to the Features screen.
2. Scroll to view the status of all the monitored stations.

 Note:

The Team button screen remains active till you close the screen.

Answering an active call on a monitored extension

Procedure

1. Go to the Features screen.
 2. Scroll to choose the monitored extension for which you want to answer the incoming call.
 3. Press **Select** or **OK**.
-

Speed dialing to a monitored extension

About this task

Use this task to make a call to a monitored extension. Ensure that the monitored station to which you make the call is in an idle state.

Procedure

1. Go to the Features screen.
 2. Scroll to choose the extension that you want to call.
 3. Press **Select** or **OK**.
The deskphone makes a call to the selected extension.
-

Assigning ring tone to a monitored station

About this task

Use this task to set a ring tone for a specific monitored station.

Procedure

1. Press **Avaya Menu** .

2. Select **Options & Settings > Screen & Sound Options > Team Button Ring Type**.
 3. Scroll through the list to select the monitored deskphone.
 4. Select the required ring tone from the list.
-

Chapter 13: Receiving your messages

Procedure

Press the **Message** button to connect directly to your voice mail system.

The **Message** button and the Message Wait Indicator at the upper right corner glows red to indicate that you have a message. You can use this feature only if your administrator has enabled this feature.

Logging into your voice mail

Procedure

1. To log in to your voice mail, press the **Message** button.
 2. Follow the voice prompts from your voice mail system.
-

Receiving your messages

Chapter 14: About Features

This chapter describes the features of your deskphone. Your administrator might have set up your deskphone with the features and the call appearances on one screen. You can use Send All Calls and Call Forward features to forward incoming calls to other numbers. When you enable the EC500, you can forward calls from your desk phone to your cell phone. Other features like Call Park, Call Pickup Extended, and Transfer to Voicemail may be available on your Features menu. The features available depend on what your administrator has assigned to your phone.

Accessing the Features menu

About this task

Use this task to gain access to the Features menu.

The option on the Features menu display one of the following icons:

- The ☐ icon: Indicates the feature is available.
- The ☒ icon: Indicates the feature is activated.
- The  icon: Indicates the feature is not available.

For models with LEDs, the LED next to the feature name indicates if the feature is currently on or off. If the light is on, the feature is on.

Procedure

Use the right navigation button to gain access to the **Features** menu.

To return to the main Phone screen, press **Phone** or scroll to the left.

Feature Table

Feature names are often abbreviated to fit your deskphone or button module display area. Use this table as a cross-reference to standard feature names and their corresponding common abbreviations. Depending on how your system is administered, not all features shown here may be available to you. For detailed information about a feature, click its link in the Feature Name column.

Feature Name	Common Abbreviation
Autodialing a pre-assigned number on page 38	Phone number or extension set up by your administrator as an auto-dial number, followed by a telephone icon or “Autodial”
Making an auto intercom call on page 74	Auto Icom; Auto In
Setting up automatic call back on page 74	Auto Callback
Forwarding calls on page 43	Cfrwd or CFrwd with a third-party's extension if applicable
Call Forwarding when your line is busy or if you do not answer on page 75	CFBDA
Parking a call on page 76	Call park
Picking up a call from your pickup group on page 78	Call pickup
Blocking your extension from displaying during calls on page 75	CPN Block
Displaying your extension on outgoing calls on page 76	CPN Unblock
Calling someone in your intercom group on page 79	Dial Icom
Picking up a call to another extension on page 78	Dir Pickup
Configuring simultaneous ringing for multiple phones using EC500 on page 82	EC500
Excluding others from bridging onto your call on page 48	Exclusion
Extending a call to your cell phone (EC500) on page 83	Extend Call
Picking up a call to another call pickup group on page 78	Ext Pickup
Tracing a malicious call on page 79	MCT Act
Recording a call on page 80	Audix Record
Making a priority call on page 80	Priority Call

Feature Name	Common Abbreviation
Send All Calls on page 43	SendAllCalls, SAC, or SAC with a third-party's extension, if applicable
Interrupting a call with a whisper page on page 81	Whisper Act
Presence Information on page 61	Presence
Bridge Call Appearance on page 47	BCA

 Note:

If you have personalized labels for any of the features available to you, the personalized label displays instead of the feature abbreviations shown here.

Monitoring other extensions at a glance

About this task

If your job requires that you cover or monitor phones for others, your system administrator may set up “busy indicators” so that you can see whether an extension you cover is idle or busy at a glance. Extensions you can monitor with busy indicators show the word “Busy” next to the extension number.

Procedure

1. From the Phone screen, gain access to the System Numbers menu.
 2. If necessary, scroll to the line button for the extension you want to check. If that extension is in use, the busy indicator displays next to the word Busy.
 3. To call a monitored extension, scroll to the applicable line and press the line button associated with that extension.
-

Assigning labels to auto-dial numbers

About this task

Autodial numbers are frequently-called numbers in your office or organization, for example, a Help desk number. Your system administrator sets up Autodial numbers, but you can assign and edit their labels. The administrator might just allot a specific button to be an Autodial number, but leave the number itself blank; in this case you can add the number yourself.

Procedure

1. From the Phone screen, scroll right twice to display the System Numbers menu.
 2. Scroll to the line to which you want to assign a label or number.
Some labels are not editable. If you can't scroll to a certain line or hear an error tone when you press the line button, you cannot edit that label.
 3. Press **Edit**.
 4. Use the dialpad to enter the label text or the Autodial number.
 5. Press **Save**.
-

Setting up automatic call back

About this task

When an extension you call is busy, use Automatic Call Back to receive a return call automatically, as soon as that extension is free.

Procedure

1. Gain access to the Features menu when you get a busy signal from the extension that you called.
 2. Scroll to **Auto Callback**.
 3. Press **OK** or press the corresponding line button.
When you hang up the callback call, the feature deactivates automatically.
-

Making an auto intercom call

About this task

Use the Auto-Intercom feature to call a specific extension or intercom group.

Procedure

1. Before dialing, scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to Auto Icom and press **OK** or just press the corresponding line button.
Two numbers display with the Auto Icom feature, for example "Auto icom 2 3". The first number denotes the intercom group number for the Dial Intercom feature. The

next number denotes the extension your administrator has predefined as your automatic intercom destination extension.

3. Press the number(s) that corresponds to the destination extension.
 4. Press **Enter** or **OK** to activate the intercom call to that extension, where the call appearance identifies the incoming call with your name followed by ICOM.
-

Enabling call forwarding when your line is busy or you do not answer

About this task

Use this task to set a number to which your calls are forwarded when your line is busy or when you do not answer a call. You must enter the telephone number where the calls are forwarded each time you enable this feature.

Procedure

1. From the Phone Screen, gain access to the Features menu.
 2. Press **Select** to choose **Call Fwd Busy/No Ans**.
 3. Enter the number to which you want to forward your calls.
 4. Press **OK** to turn call forwarding off if it is already on.
-

Blocking your extension from displaying during calls

About this task

You can override the system (default) setting to display your extension on outgoing calls. Use the Calling Party Number Blocking feature to prevent your number from displaying.

Procedure

1. From the Phone screen, scroll right to access the Features menu.
2. Select **CPN Block**.
To stop calling party number blocking, see [Displaying your extension on outgoing calls](#) on page 76.
3. Press **OK**.

4. Enter the extension number you do not want the called party to see.
 5. Press **Enter** or **OK** to start calling party number blocking.
-

Displaying your extension on outgoing calls

About this task

If you used the CPN Block feature to block your extension's display on calls you make, you can change it back using CPN Unblock. CPN (Calling Party Number) Unblock lets parties you call see your extension.

Procedure

1. From the Phone screen, scroll right to access the Features menu.
 2. Select **CPN Unblock**.
To set up calling party number blocking, see [Blocking your extension from displaying during calls](#) on page 75.
 3. Press **OK**.
 4. Enter your extension number.
 5. Press **Enter** or **OK** to stop calling party number blocking.
-

Parking a call

About this task

Use the Call Park feature to answer a held call at another extension if you are part of a telephone coverage or hunt group. For example, if you need to go to another location to verify some information, you can park your current call and answer it at another location within your group.

Procedure

1. During an active call, gain access to the Features menu.
 2. Press **OK** or the corresponding line button to choose **Call Park**.
After parking the call successfully, the deskphone provides a confirmation tone.
-

Next steps

For answering a parked call from the parked extension, see [Unparking a call](#) on page 77

Unparking a call

About this task

Use the Call Unpark feature to release a call from the extension at which it was parked, when the extension is part of a coverage or hunt group.

Procedure

1. From the Phone screen, gain access the Features menu.
 2. Press **OK** or the corresponding line button to choose **Call Unpark**.
 3. Enter the original extension from which the call was parked.
 4. Press **Enter** or **OK** to release the call.
-

Setting up enhanced call pickup alerting

About this task

Use this feature to configure audible and visual alert when an incoming call to someone in your corresponding call pickup group is ringing.

Procedure

1. Press **Avaya Menu**.
2. Select **Options & Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.
6. Scroll to **Call Pickup Ring Type**.
7. Select the ringtone using the navigation keys.
8. To set the type of alerts for call pickup, select **Call Pickup Indication**.
9. Select the call pickup indication type using the right or left navigation keys.

10. Press **Save**.
-

Picking up a call to another extension

About this task

When your administrator has set up this feature, you can answer a call ringing at another extension without having to be a member of a "pickup group."

Procedure

1. Scroll right from the Phone screen to access the Features menu.
 2. If necessary, scroll down to Directed Call Pickup and press **OK** or just press the corresponding line button.
 3. Answer the call.
-

Picking up a call to another call pickup group

About this task

When your administrator has set up this feature, you can answer a call ringing at a phone in a call pickup group other than your own.

Procedure

1. Scroll right from the Phone screen to access the Features menu.
 2. If necessary, scroll down to Extended Call Pickup and press **OK** or just press the corresponding line button.
 3. Answer the call as you normally would.
-

Answering a call for a call pickup group member

About this task

When your administrator has set up your phone as part of a "pickup group" use the Call Pickup feature to answer any other phone in the group.

Procedure

1. From the Phone screen, gain access to the Features menu.
 2. Scroll to **Call Pickup** and press **OK** .
-

Calling someone in your intercom group

About this task

If your system administrator has set up an intercom group, you can call anyone in that group by pressing a few numbers.

Procedure

1. Before dialing, scroll right from the Phone screen to access the Features menu.
 2. If necessary, scroll down to Dial Icom and press **OK** or just press the corresponding line button.
The intercom group number shows next to the Dial Intercom feature and the next denotes the extension your administrator has predefined as your automatic intercom destination extension.
 3. Press the number(s) that corresponds to the destination extension.
 4. Press **Enter** or **OK** to activate the intercom call to that extension, where the call appearance identifies the incoming call with your name followed by ICOM.
-

Tracing a malicious call

About this task

Use the Malicious Call Trace (MCT) feature to trace a malicious call. Activating MCT alerts a controller to begin call tracing and provide information for reporting this call. This feature is available only if your administrator has set up the phone system to trace and track malicious calls and there is an attendant or controlling user to oversee the trace.

Procedure

1. During an active call, scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to MCT and the corresponding line button to start the trace.

An alerting tone and/or flashing LED signifies the trace is active. Hanging up deactivates MCT.

 Important:

Some countries, states, and localities have laws that determine if and under what circumstances you can use Malicious Call Trace (MCT). Before using the MCT feature, you must understand and comply with these laws.

Recording a call

About this task

Use the One Touch Recording (OTR) feature to record a malicious call on your voice mail system. This feature is available only if your administrator has set up the feature on your telephone.

Procedure

1. During an active call, scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to OTR and press **OK** or just press the corresponding line button to start recording the call.

 Important:

Some countries, states, and localities have laws that determine if and under what circumstances you can record telephone conversations. Before using the OTR feature, you must understand and comply with these laws.

3. Hang up to stop recording.
-

Making a priority call

About this task

Use the Priority Calling feature to provide a special type of call alerting between internal telephone users, including the attendant. The called party hears a distinctive ringing when the calling party uses Priority Calling.

Procedure

1. Before dialing, scroll right from the Phone screen to access the Features menu.
 2. If necessary, scroll down to Priority Call and press **OK** or just press the corresponding line button.
 3. Enter the extension you want to call.
 4. Press **Enter** or **OK** to immediately start dialing the priority call to that extension, where the call appearance will show the incoming call as a priority call.
-

Interrupting a call with a whisper page

About this task

Use the Whisper Page feature to interrupt or “barge in” on another user’s call and make an announcement. This feature is unique because only the person on the paged extension can hear the page. Other parties on the call cannot hear the page, and the person who makes the page cannot hear anyone on the call. If the paged user has a display telephone, the paged user can see your caller ID. For example, users A and B are on a call. You have an urgent message for user A and make a whisper page. All three users hear the tone that signals the page, but only user A hears the page itself. You cannot hear user B.

Procedure

1. Scroll right from the Phone screen to access the Features menu.
 2. If necessary, scroll down to Whisper Page and press **OK** or just press the corresponding line button.
 3. Enter the extension you want to call.
 4. Press **Enter** or **OK** to immediately start dialing and deliver your message when the person you called answers.
-

Setting mute alert

About this task

You can use the mute alert feature to get an alert if you start to speak while you have put your phone on mute. You can select any of the following alerts:

- **Audible:** If you put a call on mute and start speaking, the deskphone produces a beep after 15 seconds to notify that you have muted your phone.
- **Visual:** If you put a call on mute and start speaking, the phone displays the `Phone on mute` message after 15 seconds on the phone status line.
- **Both:** Combines the actions and options of both audible and visual alerting.

If the mute alert feature is active and you put a call on mute, the phone displays the `Mute Alert on` status on one of the call appearance lines. You can press the line to deactivate the mute alert feature.

Procedure

1. Press **Avaya Menu**.
 2. Select **Options & Settings**.
 3. Press **Select** or **OK**.
 4. Select **Call Settings**.
 5. Press **Select** or **OK**.
 6. Select **Mute Alerting**.
 7. Press **Change** or **OK** to toggle between the choices: None, Audible, Visible, and Both.
 8. Press **Save**.
-

Visual alert for an encrypted call

Using your Deskphone, you can now see whether an incoming or an outgoing call is encrypted. The secure status is indicated by the secure icon, a padlock, on the call status line.

Note:

Only the connection to and from the phone instrument is encrypted. This encryption may not extend beyond the call server.

Configuring simultaneous ringing for multiple phones using EC500

About this task

Using the EC500 feature, you can program your deskphone in such a way that the deskphone and your cell phone rings simultaneously when there is an incoming call. With this feature, you

can answer office calls while you are away from your desk. The system administrator has to add your cell phone number and program the desk phone.

Procedure

1. From the Phone screen, scroll right to access the **Features** menu.
 2. Select **EC 500**.
 3. Press **OK** to turn simultaneous ringing on or off.
-

Extending a call to your cell phone (EC500)

About this task

You can use the Extend Call feature to receive a call that is active on your office deskphone on your mobile phone. The Extend Call feature uses EC500 Extension to Cellular. You to transfer an office call to your mobile phone and move away from your desk. This feature is programmed by your system administrator.

Note:

Only your administrator can set the destination mobile number.

Procedure

1. During an active call, gain access to the Features menu.
 2. Scroll to **Extend Call** , and press **OK** to forward the call to your mobile phone.
 3. Answer the call on your cell phone.
The call remains active on your deskphone, so you can switch back to your deskphone at any time.
-

Chapter 15: Using the Calendar

If your administrator has set up the **Exchange Integration** option through **Avaya Menu > Advanced Options**, you can integrate the Microsoft® Exchange Server calendar with your phone. When Exchange Calendar is active, the phone displays the Calendar label beneath your last call appearance on the phone screen. The phone displays the appointments in the order of their start times and removes them once the meeting time expires. Calendar information is updated when you:

- Log in to your phone.
- Change the calendar settings.
- Go to the Calendar.
- Press the **Refresh** softkey while viewing an appointment.

Calendar appointment reminders

About this task

If you have set the **Exchange Reminder Time** option to **Yes**, the phone displays a pop-up to remind you of the upcoming calendar appointments when the Exchange Reminder Time that you set is reached.

Procedure

When you get a reminder, perform one of the following actions: .

- To ignore the reminder now, but to be reminded after the snooze period, press **Snooze**
- To ignore the reminder completely, press **Dismiss**.

Reviewing your appointments

About this task

Use this task to view your calendar appointments on your deskphone.

Procedure

1. On the Phone screen, scroll to choose **Calendar**.
The phone displays the appointments in the start-time order.
 2. Perform one of the following actions:
 - To move backward or forward from one appointment to another, press **Prev** or **Next**.
 - To call the person with whom you have the appointment, press **Call**.
-  **Note:**
- The number of the person whom you want to call must be present on the Appointment Detail.
- To update the calendar with any new appointments that you have set up on your calendar, press **More > Refresh**.
 - If you pressed **More** and want to re-display the previous set of softkeys, press **More** again.
 - To exit the calendar and return to the Phone screen, press **More > Exit**.
-

Chapter 16: Limited access during failover

One or more telephone system servers provide your phone with its connectivity, features, and functionality. If a disconnect or switch from one server to another occurs, your phone goes into "failover" mode to keep it operating while alternate server resources are established. Depending on the server your phone is on, a Failover icon may appear on the top display line to notify you that failover is in effect.

Failover has different stages. For example, while your phone transitions to a new server it is in "limbo" and functionality may be limited. Then when the alternate server is active, your phone assumes the functionality available on that server, which may not be the same as your original server. When the original server is restored, your phone transitions back (failback) and functionality may again be limited during the transition. When your phone is back on the original server, normal functionality is restored. Failover and failback are automatic; you have no control over failure mode.

Keep in mind that during failover certain features may not be available and telephone functionality may be limited. Check the softkeys at the bottom of the display to determine the actions you can take during failover; also try the **Phone** button to display the **Home** screen for possible actions.

Important:

Do not log your telephone off during failover or until normal service is restored on your original telephone server. Logging off during failover, during transition to or from an alternate server, or while your phone is active on an alternate server may cause your phone to become inoperable.

The following conditions apply when your telephone is in failover mode:

- Messages like "Acquiring service" (if telephone registration has not completed), "Link recovery," "Limited phone service" (if the telephone is unable to log in to any of the servers), and "Calls may be lost" may inform you of a failover situation.
- If you are on a call when failover occurs, that call will remain active. You cannot initiate new calls while your phone transitions to the alternate server.
- Certain softkeys may not display and their related functions may be unavailable until transition to the alternate server is complete.
- Call connection may take longer than usual.
- During the transition to a new server, any active conference calls, call transfers, and held calls may be dropped. Incoming calls may not reach you; such calls may go to voice mail.
- Emergency calls may or may not work, depending on the stage of failover and the functionality available on the alternate server.
- Once the transition to a new server has occurred, bridged call appearances are available. Despite a "Log Bridged Calls" option setting of yes, bridged calls are not logged during failover but are available once the phone transitions to the alternate server.

- The Message Waiting Indicator is cleared, but voice mail may still be available if the voice mail server to which calls are being sent is not in failover.
- Once the transition to a new server has occurred, advanced features like Call Park/Unpark, Priority Call, or Automatic Callback may be available. Favorite features are not available during failover but should be available after transition to the alternate server, depending on your system's failover structure.
- Autodial numbers are available on the System Numbers screen during failover.
- If your phone operates under the latest software, Contacts can be accessed and changed during failover to the alternate server. However, contact changes and new entries are limited to no more than 25 and only one change to a specific contact is allowed. Also, contact searches may be limited; in this case the message "Limited Search results available" displays.
- Once the transition to a new server has occurred, if you are part of a corporate Directory or database, access may be limited to local contacts only.
- You can access the Web applications during failover. However, any "click to dial" links will not work until the phone transitions to the alternate server.
- Transitions back to the normal server will restore all original functionality.

Chapter 17: Locking and logging in to and logging out of your deskphone

Logging in and out maintains your preferences, call information, and options if you share a telephone with other users.

Logging in to your deskphone

About this task

Use this task to log in to your deskphone.

Avaya Deskphone SIP 6.3 supports Multiple Device Access (MDA) using which you can register up to 10 SIP devices with your extension. If you register to multiple devices, you can perform functions, such as switching to another registered device during an active call or bridging on to calls at multiple registered devices.

Procedure

1. On the login screen, enter the extension number that your system administrator has assigned to you for login.
 2. Press **Enter** or **OK**.
 3. Enter the password that your system administrator has assigned to you.
 4. Press **Enter** or **OK**.
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Locking and unlocking your telephone

About this task

Locking your phone when it is idle prevents it from being used to make a call, with the exception of an emergency call. When locked, a padlock symbol displays and the only actions you can take are to receive calls, make an emergency call, or unlock the phone. Locking your phone does not log it out; you are still logged in but must enter your login password when you unlock the phone. If you press a button that is not allowed on a locked phone, an error beep sounds.

 Note:

Ensure that you do not have any active calls when you lock the phone.

Procedure

1. From the Phone screen or the Features menu screen press **Phone Lock**.
 2. Press **Lock** .
 3. To unlock your phone, press **Unlock** and enter the password you use for telephone login.
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Logging out of your deskphone extension

Procedure

1. Press **Avaya Menu**.
 2. Press **Log Out** to choose **Log Out**.
 3. Press **Yes** when the deskphone prompts for confirmation.
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Index

A

access	87
limited during failover	87
Active calls	83
directing to cell phone	83
Administrative messages	14
about	14
AGC	30
answering call on a monitored extension	66
Applications	17
Appointments	85
reviewing calendar	85
Assigning ring tone	25 , 66
forwarded calls	25
monitored station	66
Assigning ring tone, ...	25
monitored station	25
Team Button	25
audio path	21
on-hook	21
Auto intercom call	74
Autodialing	38 , 73
calling a person	38
setting up labels	73
automatic call back	74
Avaya Menu	17
about	17
options	17

B

bridged call appearance	47
joining	47
Bridged call appearance	47
about	47
Bridged Calls	47
answering	47
Bridging	48
Browser, WML	32
busy indicator	73
button click sounds	27
configuring	27
Button labels	23
personalizing	23
Button labels, restoring to default labels	23

C

Calendar	85
about	85
reminders	85
reviewing appointments on	85
Calendar, preferences	30
Calendar, setup	30
call	80
Call back	74
Call history	40
calling from	40
Call History	13
icons	13
Call history log	57
about	57
Call parking	76
Call pickup	78
call pickup alert indication	26
setting	26
Call Timers	19
displaying	19
Call unparking	77
Call, Bridged	48
transferring to its voice mail	48
Calling	41
using a click to dial link	41
Calling a number	38
using Autodial	38
calling a person	38
using speed dial	38
calling a person from the contacts list	39
calling intercom group	79
calling using intercom	79
Calling using intercom	74
Click to dial	41
making a call using	41
Conference calls	45 , 46
about	45
putting a call on hold	46
setting up	45
Conference Calls	45
adding a person on hold	45
contacts	39 , 51 , 52 , 54 , 55 , 58
adding from call history	58
calling a person	39

deleting	55
editing	54
searching	51
selecting	52
Contacts	51 , 53
about	51
adding a new contact	53
coverage	43

D

Dial intercom call	79
Dialing Options	21
setting	21
Directed call pickup	78
Directory	40
searching	40
Directory, calling from	40
Disconnects	87
about	87
display	24
adjusting contrast	24
Display more	12

E

E.164	41
EC500	83
Extend Call	83
Edit dialing	21 , 39
Emergency call	37
encrypted call	82
Error tones	27
turning off	27
Exchange contacts	55
Excluding others from bridging	48
exclusion	48
Extension	75 , 76
blocking display of	75
unblocking display of	76

F

failover	87
Favorites	22
setting up	22
Feature abbreviations	71
Feature table	71
Features	71
about	71
accessing	71

forwarding	43 , 44
a call	43
turning off	44
Forwarding	75
a call	75
Forwarding calls	43
about	43

H

Handset AGC	30
Headset AGC	30
headset profile	29
setting	29
history	40
calling from	40
History	57 – 59
clearing all call entries	59
of calls	57
removing a call from	58
turning off	59
viewing call details	58
viewing for calls	57
Hold	34 , 46
putting a call on hold	34
putting a conference call on hold	46
hotline	63

I

Icons in telephone display	12
about	12
Incoming call	34
ignoring	34
incoming calls	35 , 43
forwarding	43
sending to coverage	43
transferring	35
Incoming calls	33 , 82
answering	33
directing to multiple telephones	82
Incoming Calls	75
forwarding when busy or no answer	75
Intercom group	79

K

key repeat delay	28
------------------------	--------------------

L		
Language	28	
changing	28	
legal notices	2	
Logging in to your deskphone extension	89	
Logging in to your telephone	89	
Logging out of your telephone extension	89	
M		
malicious call tracing	79	
Messages	14, 69	
about	14	
receiving	69	
Microsoft Exchange integration	30	
monitoring other extensions	73	
multiple device access	35	
mute alert	81	
setting	81	
muting calls	35	
N		
navigation arrows	12	
right and left	12	
up and down	12	
Network information	15	
viewing	15	
O		
On-hook dialing	21	
Options & Settings ...	17, 18, 20–22, 24, 26, 28, 59, 73, 81	
about	17	
call history	59	
call pickup alert settings	26	
changing language	28	
changing ring pattern	24	
configuring visual alerts	20	
mute alert settings	81	
phone screen on calling	18	
redial settings	20	
Setting Autodial numbers	73	
setting call pickup ring tone	26	
Setting dialing options	21	
Setting favorites	22	
Setting speed dial numbers	22	
outgoing calls	37, 47	
making a call	37	
making a call on a bridged line	47	
Outgoing calls	38	
redialing a number	38	
Outgoing Calls	39, 75, 76	
blocking extension display	75	
edit dialing a number	39	
unblocking extension display	76	
P		
page	81	
Parking calls	76	
Phone Screen on ringing	19	
setting	19	
Phone Screen Options on calling	18	
setting	18	
Phone Settings	17	
about	17	
Picking up calls	78	
presence	61	
Presence icons	13	
Priority Call	80	
problems with telephone	87	
R		
recording a call	80	
Redial	38	
redial options	20	
setting	20	
Ring Pattern	24	
changing	24	
Ring tone	26	
setting for call pickup	26	
S		
scrolling and navigation	12	
about	12	
Search	52	
database	52	
extended	52	
SENDALL	43	
setting	29	
headset profile	29	
setting headset profile	29	
Speaker	30	
speed dialing	38	
calling a person	38	
Speed Dialing	22	
setting up	22	
switching deskphone	35	

T

team button	66
speed dialing	66
Team Button	65 , 66
Telephone display icons	12
about	12
Telephone stand	15
about	15
Time format	29
tracing calls	79 , 80
Transfer	35

U

Unparking calls	77
-----------------------	--------------------

V

Visiting user, logging in as	89
Visual Alerts	20
configuring	20
voice mail	34
sending an incoming call	34
Voice mail, logging in	69
Voice Mail, transferring bridged call to	48

W

Whisper page	81
WML browser, browser	32